GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:640
ANSWERED ON:02.12.2015
BSNL and MTNL Telecom Services
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) have received complaints regarding unsatisfactory mobile network, slow speed and irregular internet broadband services in several telecom circles/States;

(b) if so, the details thereof and the number of such complaints received from different States during the last three years and the current year, circle-wise;

(c) whether the tariff of mobile and internet services of these PSUs are not competitive as compared to private service providers;

(d) if so, the details thereof and the effective measures taken by the Government to improve the services provided by these PSUs and to review the tariff structure to compete with the private players; and

(e) the funds allocated and released by the Government for expansion of communication network capacity in various telecom services, circle-wise during the last three years and the current year?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY
(SHRI RAVI SHANKAR PRASAD)

(a) &(b) Yes. Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) receive complaints regarding unsatisfactory mobile network, slow speed and irregular internet broadband services in several telecom circles/States. Circle wise details of complaints received by BSNL & MTNL in respect of landline broadband and Mobile services during the last three years and current year (upto September, 2015) are given in Annexure-I & Annexure-II respectively.

(c) &(d) Telecom Regulatory Authority of India (TRAI) has reported that as per the existing tariff framework, tariff for telecommunication Mobile and Internet services are under forbearance except for National Roaming. The telecom service providers have the flexibility to offer different tariff plans and schemes for internet services with multiple combinations of fixed charges, usage charges, download/upload speed and validity periods. Tariff for mobile services are offered as a bouquet consisting of various components like local calls, STD, ISD. onnet/offnet calls, processing fee, free minutes/data, usage restrictions, monthly charges, roaming tariff etc. Whether a particular set of tariff is competitive or attractive, would largely depend on the requirement of the class of subscribers availing the offer. All the mobile and internet service providers including BSNL and MTNL are offering various competitive tariff schemes targeted at different classes of subscribers.

(e) Details of funds allocated and released by BSNL for expansion of communication network capacity in various telecom services, circle-wise during the last three years and the current year is given in Annexure-III. Details of funds allocated and released by Universal Service Obligation Fund (USOF) are given in Annexure-IV.